

Program Budget Narratives

Economic Development

Agriculture

Mission

To promote agriculture, rural development, and sustainable communities while protecting public health through the regulation and inspection of meat, poultry, and dairy production, and programs to prevent, control, and eradicate animal diseases.

Summary of Activities



Lt. Governor
Katherine L. Davis
Commissioner
of Agriculture

Indiana has a long and rich tradition as a leader in the agricultural industry. There are 63,000 farms in the state, utilizing over 15 million acres of land, and selling approximately \$4.5 billion worth of products. The Lieutenant Governor serves as Indiana's Commissioner of Agriculture. The **Office of the Commissioner of Agriculture (OCA)** promotes Indiana agriculture and rural development and provides administrative support for the **Indiana Commission for Agriculture & Rural Development (ICARD)**, which advises the Governor, Lieutenant Governor and Legislature on agricultural issues; the **Indiana Land Resources Council (ILRC)**, which addresses land use issues; the **Indiana Grain Buyers & Warehouse Licensing Agency (IGBWL)**, which regulates grain storage and grain buyers; and the **Indiana Grain Indemnity Corporation (IGIC)**, which insures producers against financial failures in the grain industry. The OCA also administers four grant programs.

The **Board of Animal Health (BOAH)** is an independent agency responsible for promoting public health and safety through the regulation of animal health. The BOAH licenses livestock dealers; regulates the meat, poultry, and dairy industries; and manages programs for the prevention, suppression, control, and eradication of infectious diseases affecting livestock and pets.

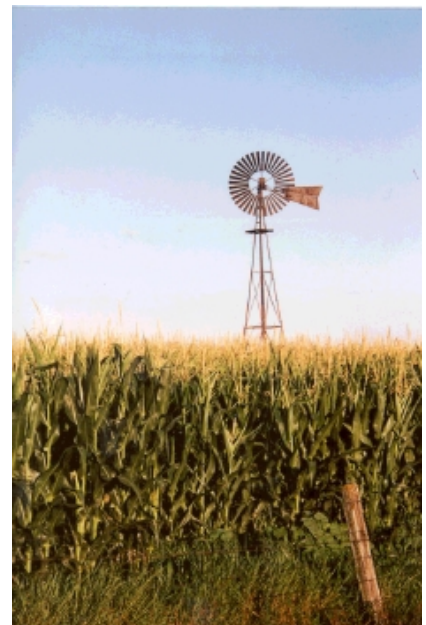
External Factors

Indiana's population grew by nine percent during the 1990's, increasing competition for land and natural resources at a time when agricultural commodity and livestock market prices remain at or near historically low levels. Land converted to other uses is permanently lost for agriculture. Indiana's total farm acreage has decreased 35% since 1900. Increased globalization requires Indiana farmers to compete on an international scale.

Increased trade with foreign nations brings an increased risk of the introduction of animal diseases into the state. The identification of a case of Bovine Spongiform Encephalopathy (a.k.a. "Mad Cow Disease") in Canada underscores the need for continuous vigilance by the BOAH to ensure food safety and security. The rapid spread of the West Nile virus has presented significant challenges, with 722 horses testing positive for the disease in 2002; up from just one in 2001. An informal survey of veterinarians indicated that many more animals were likely infected. An outbreak of monkeypox infections in humans in the spring of 2003 required the BOAH to issue emergency rules banning the sale and importation of prairie dogs and Gambian rats as exotic pets.

Evaluation and Accomplishments

In FY 2002 OCA programs assisted 151 value added agribusiness projects, provided legal and financial counseling to over 500 farmers, and distributed over \$2.8 million dollars in grants for livestock industry promotion, rural rehabilitation, and research on new processes and products intended to add value to Indiana agricultural commodities. The OCA facilitated the start-up of six new agricultural cooperatives and provided international trade assistance to 350 clients. The OCA also provides a three-day agricultural seminar for U.S. diplomats to assist them in representing U.S. agricultural interests overseas.



The ICARD developed a new Strategic Plan for Indiana Agriculture to provide direction for sustaining and expanding agricultural industry. The IGBWLA conducted 1,074 field audits of grain buyers and warehouses. Audited companies presented no claims against the Indiana Grain Indemnity Corporation. The ILRC created a Rural Wastewater Taskforce to develop recommendations on decentralized and small community wastewater management issues and developed the first Indiana Farmland Protection Plan.

BOAH's State Annex for Veterinary Emergencies (SAVE) is the first statewide emergency response network in the nation. Established in cooperation with the State Emergency Management Agency (SEMA), the SAVE team responds to veterinary emergencies in Governor-declared disaster situations. When a large-scale flood, tornado or other disaster strikes, specially trained veterinarians, technicians, and animal control personnel respond to the scene. Together, in a unique public-private partnership, they coordinate efforts to evacuate, rescue, treat, and shelter animals in distress. After more than two decades of effort the BOAH's pseudorabies eradication program successfully eliminated this viral swine disease from Indiana.

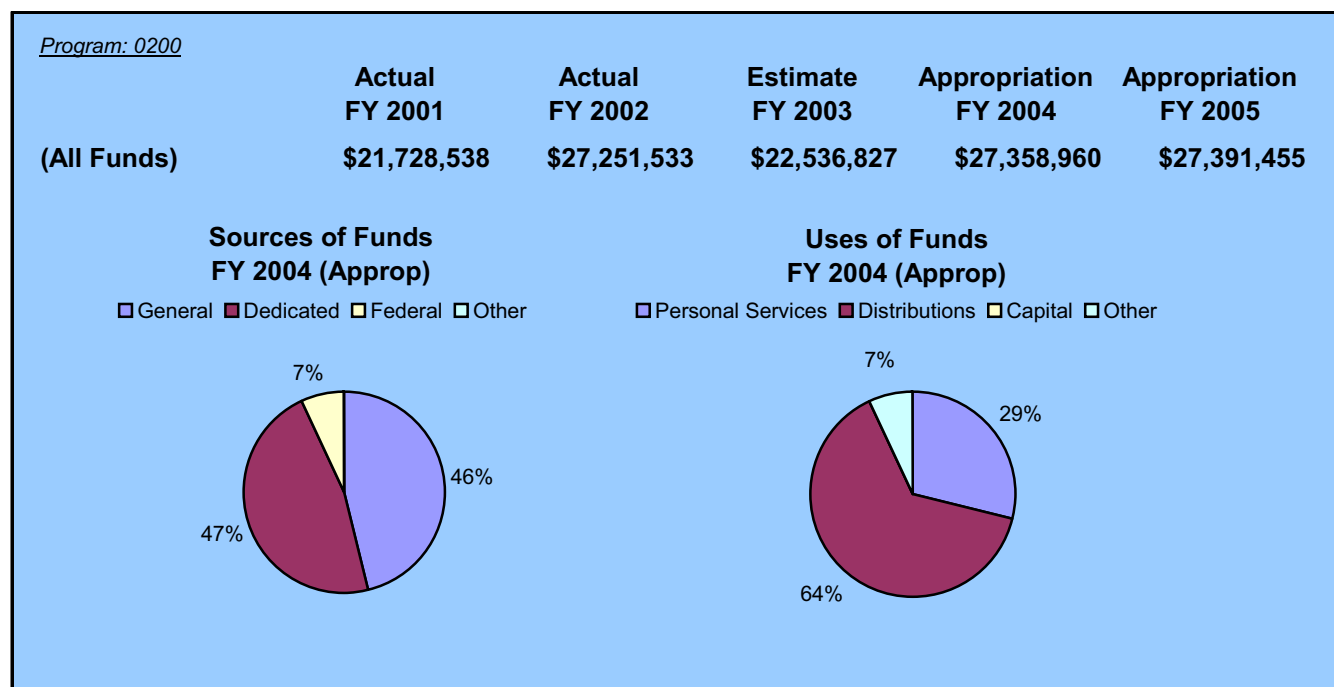
Indiana's Rank in U.S. Agriculture Foreign Exports based on 2002 Cash Receipts			
Rank	Product	Dollars	% of U.S. Exports
10th	Total All Commodities	1,696,200,000	2.7
3rd	Soybeans & Products	694,200,000	9.5
4th	Feed Grains & Products	569,900,000	8.4
13th	Live Animals & Meat, Excl. Poultry	123,300,000	2.0
7th	Poultry & Products	82,800,000	3.6
21st	Wheat & Products	81,400,000	1.7
9th	Seeds	28,000,000	3.3
23rd	Feed & Fodder	24,500,000	1.3
15th	Dairy Products	13,300,000	1.3
12th	Tobacco, Unmanufactured	10,400,000	0.9
31st	Vegetables & Prepared Vegetables	5,900,000	0.1
20th	Fruit & Prepared Nuts	5,200,000	0.2
19th	Fats, Oils & Greases	2,700,000	0.6
24th	Hides & Skins	2,300,000	0.1

Source: Indiana Agricultural Statistics Service

Plans for the Biennium

The OCA will continue efforts to expand Indiana agricultural exports, provide financial assistance and research funding for agriculture, and financial and legal counseling to farmers. ICARD will refocus its mission and strategy by updating its strategic plan. New initiatives include an agri-tourism program in partnership with the Department of Commerce Tourism Division and a Community Kitchen initiative to encourage new food manufacturing enterprises in Indiana.

The BOAH plans to strengthen livestock monitoring and surveillance programs, pursue additional specialized training opportunities for veterinarians and field staff, broaden the information available to the public, and continue evaluation of all inspection programs to ensure public health, safety and welfare.



Business Development

Mission

To improve the quality of life for Hoosiers by encouraging the diversification of Indiana's economy, the creation of new jobs, the retention of existing jobs, the growth and modernization of existing industry and the promotion of the state of Indiana.

Summary of Activities

The **Office of the Lieutenant Governor** promotes business development through the **Indiana Department of Commerce** (IDOC) and two quasi-governmental agencies: the **Indiana Development Finance Authority** (IDFA) and the **Indiana Economic Development Council** (IEDC).

IDOC facilitates business attraction, retention, and expansion through its International Trade, Business Development, and e-Commerce divisions. The Department's Industrial Development Grant Fund provides assistance to local units of government for the installation and extension of public infrastructure to support new and expanding industries. IDOC promotes the sale of Indiana products overseas through an export assistance program and the maintenance of foreign trade offices in 14 countries on five continents.

IDFA administers the state's Industrial Revenue Bonding program and manages capital access and loan guaranty programs.

The 21st Century Research and Technology Fund was established in 1999 to support the expansion of the high technology sector of Indiana's economy. The Fund seeks to increase the capacity of universities, businesses, nonprofit corporations, and other organizations to compete successfully for federal or private research and development funding and stimulate the transfer of research and technology into marketable products. In addition, it assists in diversifying Indiana's economy by focusing investment in biomedical research and biotechnology, information technology, and other high-technology industry clusters requiring high-skill, high-wage employees. And it encourages an environment of innovation and cooperation among universities and businesses to promote research activity.



External Factors

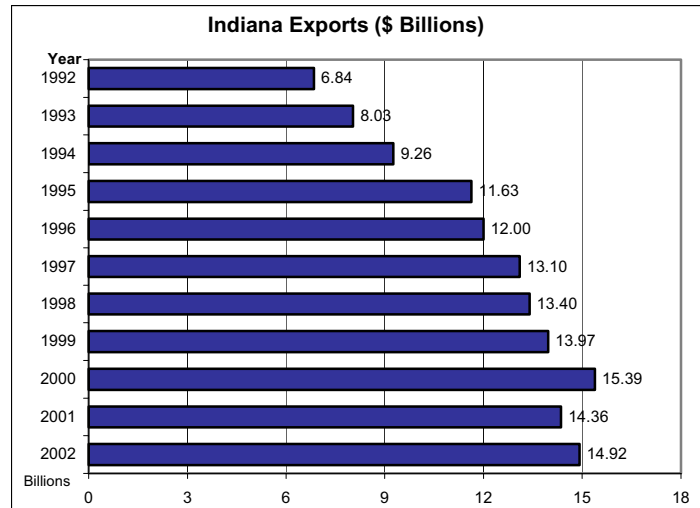
The principal factors affecting business development are the availability of a skilled workforce, the impact of the "new economy" on Indiana's manufacturing and service sectors, energy availability and cost, regional and interstate competition for companies, and the level of federal funding.

Evaluation and Accomplishments

In 2002, the Department set up 12 regional offices throughout the state in order to take its services to its customers. Each office is staffed with three individuals who provide "one-stop" services for their constituents.

- 397 Indiana businesses received \$26.1 million in workforce training assistance for 16,575 new and 81,169 existing jobs, leveraging \$3.2 billion in private capital investment.
- 42 infrastructure grants totaling \$6,716,144 were awarded to 34 Indiana communities in 29 counties to support projects that produced 4,858 new jobs and leveraged \$482 million in new, private capital investment.
- 46 export development grants totaling \$208,593 were awarded to Indiana businesses, benefiting over 5,465 workers and leveraging \$356,972 in private investment.
- \$5.4 million has guaranteed 15 loans totaling \$7.9 million, helping create 250 new jobs.

- IDFA's Capital Access Program leveraged over \$26 million in private funds, creating 546 new jobs. The present private-to-public capital access leverage ratio is approximately \$24 to \$1.
- In 2002, Indiana businesses exported approximately \$14.9 billion in goods worldwide, compared to \$6.84 billion in 1992.



Plans for the Biennium

IDOC will expand e-commerce and technology sector initiatives, continue investment in research and technology projects, and continue expanding high-tech, high-wage business. Integration of regional business development resources will be improved, while funding will be set aside from existing assistance programs to promote worker skills enhancement in information technology. Financial assistance programs will be further focused on attraction, retention and expansion of high-tech and advanced manufacturing businesses that account for major capital investments and provide high-wage jobs.

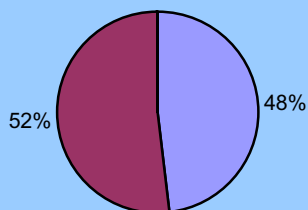


Program: 0205

	Actual FY 2001	Actual FY 2002	Estimate FY 2003	Appropriation FY 2004	Appropriation FY 2005
(All Funds)	\$53,054,154	\$78,997,962	\$54,073,640	\$81,070,479	\$80,070,478

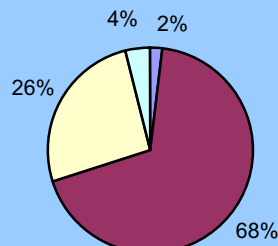
Sources of Funds FY 2004 (Approp)

General Dedicated Federal Other



Uses of Funds FY 2004 (Approp)

Personal Services Distributions Capital Other



Community Development

Mission

To provide technical assistance and funding opportunities to local communities to preserve and improve the quality of life for Indiana's residents.

Summary of Activities

The **Office of the Lieutenant Governor** promotes Community Development through the **Indiana Department of Commerce** (IDOC). Community Development manages a range of programs that help local communities improve economic development opportunities and the quality of life of their residents. The initiatives include the Community Development Action Grant (CDAG) program, the Enterprise Zone program, the Neighborhood Assistance Program (NAP) and the Individual Development Account program (IDA).

CDAG helps expand the administrative and program development capacity of local nonprofit organizations whose purposes include economic development. The Enterprise Zone program strives to improve the quality of life in distressed urban areas through community development and business development initiatives and incentives. NAP encourages investment in projects that benefit residents in economically distressed urban and rural areas by allowing local nonprofit organizations to leverage private contributions through the allocation of state income tax credits to program investors. IDA is a matched savings account program designed to help low-income families accumulate savings for long-term goals.

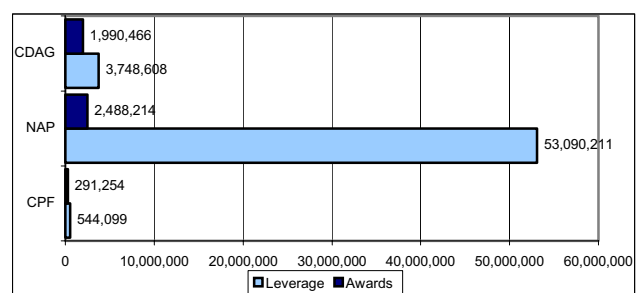
The largest IDOC grant program is the Community Focus Fund (CFF), which is funded with federal Community Development Block Grant (CDBG) dollars and provides technical assistance grants of up to \$500,000 to small cities, towns, and counties across the state. Local CFF projects include fire protection, access to childcare, downtown revitalization, wetlands management, historic preservation, environmental assessment, utilities, senior and community centers, and infrastructure projects.

In addition, Commerce administers the Indiana Main Street program, which focuses on the revitalization and prosperity of downtown areas in communities across the state. Main Street staff members act as resources to communities and organizations that are working to improve their downtowns and provide training opportunities, a lending library, an annual conference and technical assistance on various topics and projects.

The Indiana Commission on Community Service and Volunteerism (ICCSV) is the central coordinating office for the state's community service and volunteer sectors. The responsibilities of the ICCSV include the management and oversight of Indiana AmeriCorps programs, and Citizen Corps. ICCSV programs identify and mobilize resources, promote an ethic of service, and develop in communities the capacity to solve problems and improve the quality of life for all individuals and families.

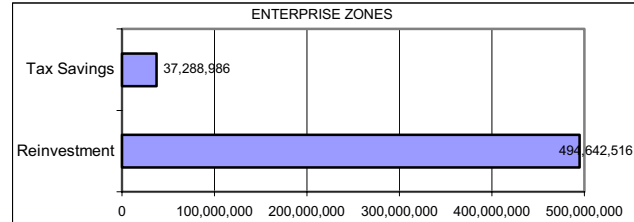
External Factors

State community development grants require local communities to provide matching funds. The state's ability to engage in community development partnerships is limited to the extent that communities and organizations can raise matching funds from their own resources, private or nonprofit organizations, or other sources. Technological advancements and environmental concerns continue to challenge local governments, particularly in providing and maintaining adequate water and sewer infrastructure. IDOC anticipates that these needs will continue to place a great demand on funding as existing systems continue to age.



Evaluation and Accomplishments

In 2002, IDOC assisted 175 communities and organizations through the CDAG, NAP, Enterprise Zone and IDA programs, leveraging many additional dollars for local projects. In addition to individual community assistance, IDOC has provided the public with information about community development programs and initiatives through a series of conferences and workshops. Educational and outreach activities are critical to the success of community development programs in improving communities across the state. These efforts inform local government officials, increase awareness of assistance programs and lead to projects that enhance the quality of life for residents throughout the state.

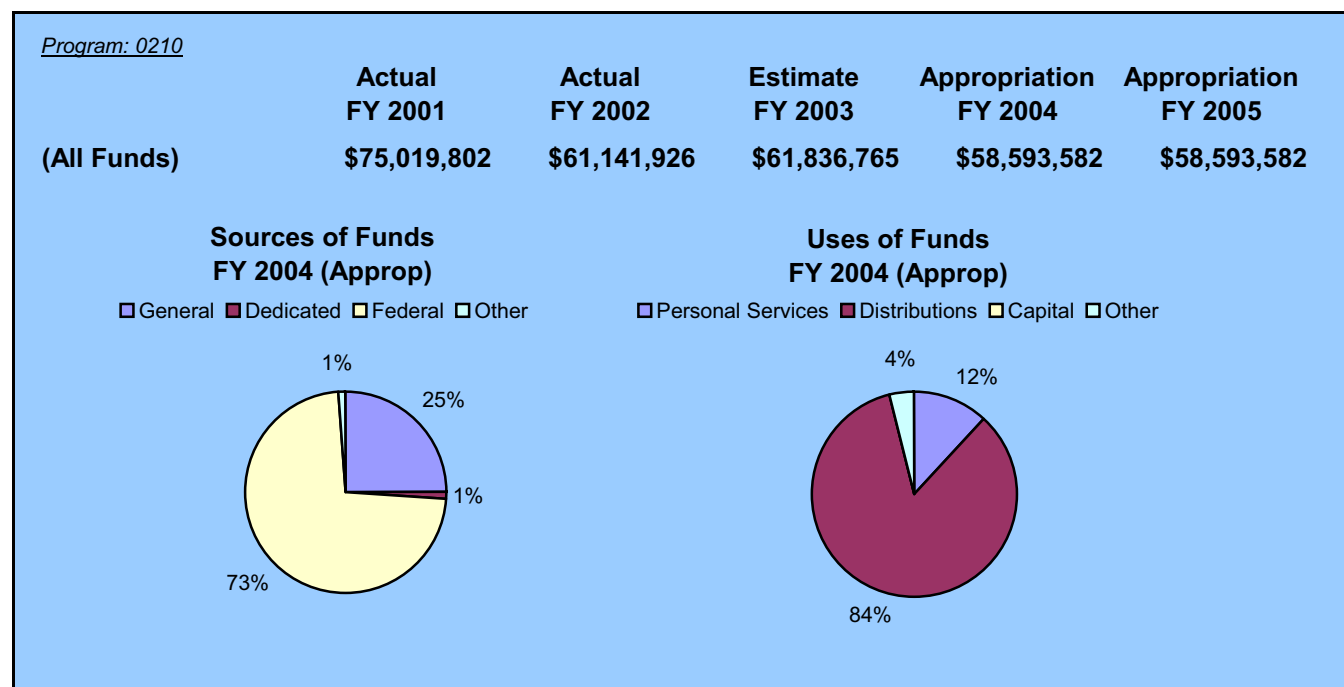


During the last biennium, ICCSV conducted regional training sessions to educate potential applicants on the requirements and stipulations for receiving AmeriCorps funding. The outreach efforts resulted in higher-quality proposals submitted to the ICCSV and enhanced programmatic success.

Plans for the Biennium

IDOC will continue its efforts to promote livable communities and improve the quality of life for Hoosiers by providing financial assistance to eligible communities through the CDBG program. CDBG funds can be used for local planning activities and for the direct costs of environmental infrastructure (waste and sewer) improvements, housing assistance to low- and moderate-income families, special purpose facilities such as daycare centers, job training assistance to upgrade the skills of low- and moderate-income workers, and brownfield remediation activities.

The department will also assist in providing local services to needy citizens through NAP. In addition, with continued funding by the General Assembly, the IDA program will further aid low-income Hoosiers by helping them establish saving accounts for home purchases, educational and training expenses, and the start-up or purchase of their own business.



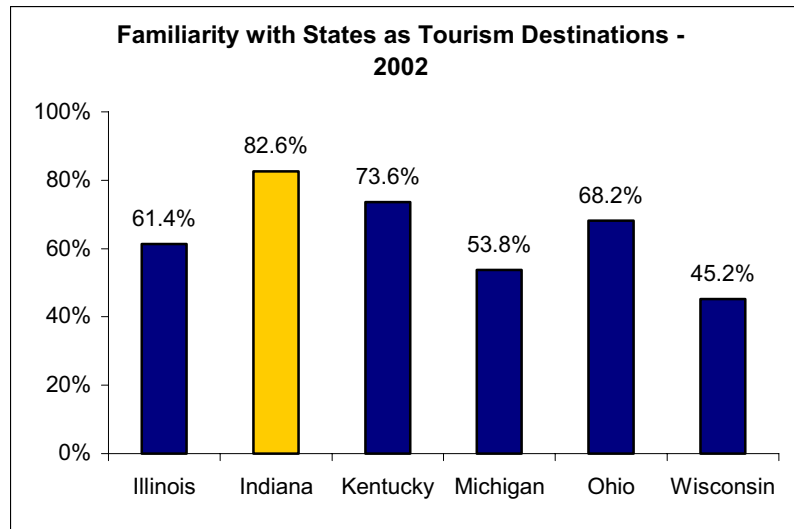
Tourism Promotion

Mission

To promote the state's history, heritage and culture through the development and marketing of quality travel experiences in Indiana.

Summary of Activities

The **Indiana Department of Commerce (IDOC)** promotes Indiana as a travel destination to residents and out-of-state travelers and provides development programs for Indiana's tourism professionals. The IDOC marketing strategy includes multimedia advertising campaigns, the www.enjoyindiana.com website, publication and distribution of more than 5 million travel guidebooks, public relations activities, sales to the domestic and international tourism trade, eight staffed Welcome Centers, and regional marketing cooperatives. Tourism professionals benefit from print and electronic marketing cooperatives, research and literature distribution through the state's Welcome Centers, tourism development programs, attraction signage support, technical assistance, and educational workshops.



External Factors

Indiana's tourism industry includes state parks and recreation areas, museums, historic sites, zoos, nature parks, amusement and theme parks, golf courses and marinas, performing arts, gaming, amusements and recreation, hotels, full- and limited-service eating places, recreational goods rental, racetracks, RV parks, campgrounds, taxi/limo services, charter bus services, retailers, passenger car rentals, gasoline stations, and other travel and recreation related businesses.

The September, 2001 terrorist attacks and the following economic downturn had a significant effect on the travel industry, resulting in fewer travelers who spent less and took shorter trips. Air travel anxiety crippled the airline industry and corporate America adopted stricter business travel policies. However, positive trends have emerged for leisure travel, such as a booming RV sales and rental market, continuing increases in weekend getaways, and a surge in patriotic and historic travel. Indiana has benefited as a "close-in, drive-to" destination for the Midwest.

Indiana has seen growth in most sectors of its travel economy over the past five years. According to D.K. Shifflet, supplier of the nation's largest travel performance index, Indiana's visitor volume has been on the rise since 1997. During the same period, visitor spending increased by 29% to \$8.5 billion in 2001, supporting 120,000 FTE (Full Time Equivalent) jobs for Hoosiers.

Evaluation and Accomplishments

The IDOC employs independent research studies to measure the economic impact of visitor spending, travel volume and market share. It also tracks numbers of consumer inquiries and the percentage of advertising respondents who convert into actual travelers.

The state of Indiana realizes \$107 in visitor spending and \$6.42 in sales tax receipts for every \$1 invested in marketing. More than 54 percent of the people who respond to advertising and request travel information take an overnight trip to the state. The total percentage of respondents that become travelers has increased more than 40 percent since 1995, attributable to a more market-focused advertising strategy.

Recent research shows that Indiana ties with Kentucky among regional competitors as the state most likely to be considered for a visit, proof that proximity to large markets offers opportunity. A 2002 brand awareness study showed that the Enjoy Indiana logo had the highest percentage of recall among the logos of Great Lakes states.

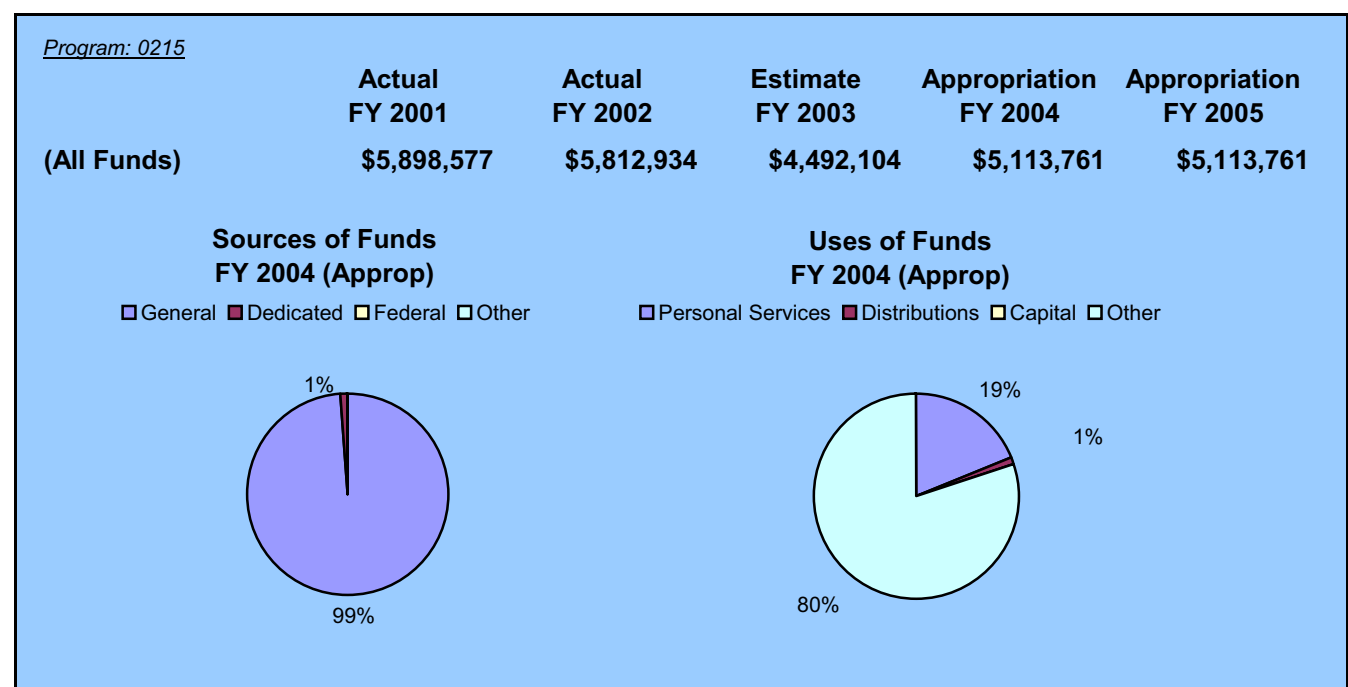
In 1996, Indiana Tourism contracted with six regional sales staff for cooperative tourism programs. In FY 2002, this program raised more than \$2.1 million from 1,200 partners to supplement Tourism's marketing budget, an 86 percent increase in private/local investment since 1998.

In 2002, the Indiana Travel Guide was ranked as the best in the nation in an independent, comparative study conducted by Randall Travel Marketing of North Carolina. Tourism successfully deployed a new database-driven trip planner on EnjoyIndiana.com that combined several sets of data into one truly "single-source" database, provided more ways to search and faster load times, and implemented online applications for industry partners. The Leaf Cam, a fall promotion that captured digital images from six scenic locations and transmitted them in real time to the website, received 170,000 views and generated direct sales of more than 500 weekend packages.



Plans for the Biennium

The IDOC is concentrating on stimulating visitor spending in Indiana through the development of Indiana's image as a travel destination. New advertising campaigns will focus on image-building and positioning Indiana as the preferred midwestern travel and lifestyle destination. The goal is to create a new model that encourages capital investment in tourism attractions and facilitates new partnerships and products. Market segments in which Indiana falls behind in terms of visitor spending share will be addressed. For example, three formerly competitive groups are coming together to create the definitive print and electronic guides to outdoor recreation in Indiana that will be launched with an aggressive marketing campaign in 2005.



Worker Education and Training

Mission

To provide Hoosiers the lifelong learning and training resources they need to improve their skills, employment, quality of life, and standard of living, while providing employers with the highly skilled workforce they need to compete in the modern economy.

Summary of Activities

Worker education and training programs benefit people who are either unemployed or looking for a better job, as well as workers seeking education, training or career information. Employers who need workers, labor market information, or job-training funds also benefit.

The **Department of Commerce (DOC)** Skills 2016 program has provided funds for new and existing businesses to train and retrain Hoosier workers in basic, transferable, and company-specific skills. These funds have mainly been spent on investing in the expansion of existing Indiana companies and retraining existing workers in new technologies.

The **Department of Workforce Development (DWD)** is the state government agency that helps Hoosiers find jobs, keep jobs and advance in their careers. In addition, DWD assists Indiana companies in creating new jobs, improving workers' skills and providing opportunities through education and training. Programs like Advance Indiana reaffirm Indiana's commitment to developing the finest workforce for the future in fields such as advanced manufacturing, life and health sciences and information technology, and reflect the O'Bannon/Kernan Energize Indiana Plan.

The **IMPACT program** administered by the Family and Social Services Administration (FSSA) is a welfare-to-work initiative that helps recipients of food stamps and income assistance achieve economic self-sufficiency through education, training, job search, and job training services. IMPACT is designed to address a broad range of barriers to employment, utilizing case managers to develop individualized employment plans, and providing supportive services such as transportation and child care.

External Factors

The local worker training and education system is almost entirely federally funded, and federal resources have recently declined. Reduced resources threaten the ability to maintain services and improve technology to make those services more accessible. The majority of federal funding is contained in categorical programs that can only be used for people who meet narrow eligibility requirements. Some individuals may be served by more than one program. This makes it more difficult to focus resources on local needs.

- Each federal program has a unique set of data collection and performance standards and measures, making comprehensive measures difficult to achieve.
- The national recession and slow recovery has resulted in a decline in high-wage, low-skill jobs, thus a demand for on-going worker education and training continues to grow.
- Traditional industries in Indiana such as steel, auto, airline and related manufacturing have shed jobs in recent years requiring continued need for re-training.
- New technologies and growing global trade continue to change the nature of Indiana's manufacturing sector and the skills needed to operate highly technical machinery.
- Many new immigrants would also benefit from education and training ranging from basic English proficiency to the advanced skills needed to obtain high skill, high wage jobs. Indiana's immigrant population is increasing rapidly, creating a growing need for training in workplace diversity for employers and workers.



Evaluation and Accomplishments

- In 2002, Advance Indiana was recognized by the Council of State Governments as one of the premier incumbent-worker training systems in the country. In 2002, training was provided for almost 25,000 Hoosiers at a cost of \$42.7 Million. This investment helped in raising the skills of Hoosier workers across Indiana.
- Return-on-investment studies have shown the positive impact worker training funds are having on company profitability. DWD has incorporated ROI study of selected grants to Indiana companies to measure the impact of worker training assistance.
- Over 15,000 Certificates of Technical Achievement were awarded by DWD to Hoosiers who completed technical training to further their careers.
- Through DWD more than 340 teachers received workplace internships in 2002 to help them design and implement work-based curricula in their classrooms.

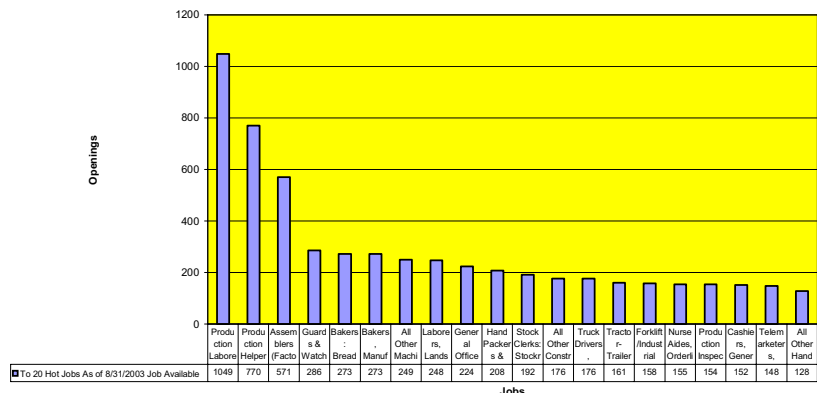
Plans for the Biennium

The goal of DWD is to promote lifelong learning and to help Indiana's employers and workers evolve with the changing times. DWD is focused on keeping Indiana working through innovative programs and services that meet the needs of both Hoosier workers and businesses in today's sophisticated workplace.

In the next biennium, with the passage of the Energize Indiana plan, DWD will have additional tools to sustain an on-going mission of lifelong learning.

Working with its sister state agencies, DWD hopes to continue providing the resources for Hoosier workers to secure high-skill, high-wage, high-demand jobs.

Top 20 Indiana Jobs With Openings As of 8/31/2003

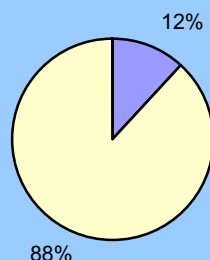


Program: 0220

	Actual FY 2001	Actual FY 2002	Estimate FY 2003	Appropriation FY 2004	Appropriation FY 2005
(All Funds)	\$161,071,540	\$180,442,436	\$177,728,276	\$207,579,680	\$207,579,680

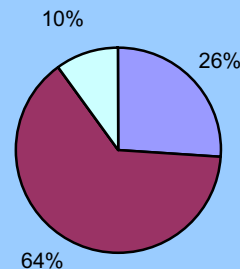
Sources of Funds FY 2004 (Approp)

General Dedicated Federal Other



Uses of Funds FY 2004 (Approp)

Personal Services Distributions Capital Other



Unemployment Insurance

Mission

To provide income maintenance to individuals unemployed through no fault of their own, helping them bridge the gap between becoming unemployed and returning to work.

Summary of Activities

Unemployment insurance programs are administered by the **Department of Workforce Development (DWD)** and overseen by the Unemployment Insurance (UI) Board. The Board is also responsible for presenting an annual report to the Governor regarding the program and the status of three Unemployment Insurance Funds: the Unemployment Insurance Trust Fund, the Employment and Training Services Administration Fund, and the Special Employment and Training Services Fund.

The amount of UI benefits an individual is eligible to receive is determined by the amount of wages earned during their “base period”, which is comprised of the first four of the last five previous calendar quarters. A minimum of \$2,750 must have been earned during the base period to qualify for benefits. The benefit amount is calculated by multiplying the highest wages earned in any one of the four quarters in the base period by two separate but specific percentages. In the fiscal year 2003, no more than \$8,216 of wages may be counted per quarter. This amount increases to \$8,733 in FY '04 and \$9,250 in FY'05 due to a legislative increase in benefits in the 2003 session. A worker may receive benefits for a maximum of 26 weeks, but the benefits may be received during a 52-week period if the worker finds employment but is then laid off again.

The UI system is financed by the state unemployment tax, which is collected from Indiana employers. The unemployment tax rate is determined annually by a statutory schedule, and varies depending on the balance of the UI Trust Fund, the balance of the employer’s account, and the amount of unemployment charges to the employer. The DWD collects all unemployment taxes from employers and distributes all UI benefits to workers.

The Special Employment and Training Services Fund is derived from penalties and interest collected on employers’ delinquent Indiana unemployment insurance taxes. The UI Board may use this fund for limited administrative costs and unemployment prevention programs.

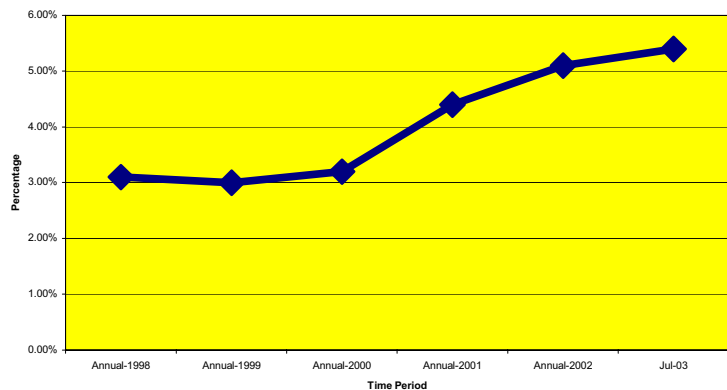
External Factors

Unemployment insurance expenditures are highly dependent on changes in economic conditions and the overall health of the national economy. The annual benefit pay out has increased significantly since the national recession that started in early 2001 and was accelerated by the tragic events of September 11, 2001. The increase in benefit payouts have caused the UI trust fund balance to decrease. However, the fund has remained solvent. Because Indiana’s unemployment rate has increased with the national trend, the payment of unemployment benefits has increased and it is a demanding and challenging time for the Unemployment Insurance Services. Increased worker benefits and Internet applications have been implemented to ensure that the unemployment services are easily assessable to the customer.

Evaluation and Accomplishments

➤ A program to provide unemployment benefits to victims of Domestic Violence was implemented July 1, 2003.

**Indiana Unemployment Rate
CY 1998-June 2003**



- The UI Roundtable was formed and consists of 40 workers from executive, managerial, and front-line staff. The accomplishments of the workgroup include improvements in communication, customer service and performance and the development of strategic plans for the increased workload.
- Continued claims were implemented on the Internet to reduce the timeframe for issuing the weekly unemployment checks, resulting in 50% of eligible claimants utilizing the Internet application. Between January 2002 and June 2003, over 3.6 million continued claims were processed via the Internet.
- Indiana was the first state to implement Temporary Extended Unemployment Compensation (TEUC) and Temporary Extended Unemployment Compensation Airlines. Both programs are an extension of regular UI benefits paid for with federal funds and administered by DWD.
- UI Modernization Project will begin in the fall of 2003.
- DWD has achieved eighteen of the twenty-five Desired Levels of Achievement as defined by the US Department of Labor.
- A new remittance and document tracking system was implemented to improve customer service to employers. This system provides an audit trail of completed and in-process employer account activities.
- The UI Board approved funding for the Advance Indiana incumbent worker training initiative and high-tech training funds, in cooperation with the Department of Commerce.

Plans for the Biennium

The Unemployment Insurance Modernization project represents a major endeavor for DWD. This modernization, authorized in the O'Bannon/Kernan Energize Indiana Plan, will significantly improve performance in the delivery of benefits and the processing of employer taxes. Through information technology, customers will have easy access to the resources they need at anytime from anywhere. In addition, modernizing the UI System will allow existing staff to handle larger volumes of claims and will ensure that overall customer satisfaction remains high.

The DWD has implemented initial claims filing on the Internet, which improves the timeliness of appellate decisions and payment of unemployment benefits. We will also implement the increases in unemployment insurance benefits that became law as a result of legislation passed by the Indiana General Assembly during the 2003 legislative session.

